



P-Air Magyarország Kft.

WizzAir's transfer company in Europe.

Travel with us in: **Barcelona** Bucharest **Budapest** Cluj **Gdansk** London **Milan** Paris **Prague** Rome **Sofia** Stockholm **Venice** Warsaw

Transfer information

In Cluj-Napoca (CLJ) airport, we provide shared hotel shuttle transfers for our passengers. With this service, you can travel between the airport and any hotel or private address within the city limits of Cluj, in a shared vehicle.

At the airport, we pick up passengers at our meeting point, usually 30-60 minutes after flight arrival (the exact meeting point and pickup times will be sent in your voucher.)

If you cannot get to our meeting point on time (for example: lost baggage, airport problem), please call us!

From the city, the driver will arrive to the address you specified at the pickup time in the voucher. This is a shared service, there may be other passengers being transferred together with you in the same vehicle; therefore the driver may arrive 10 to 15 minutes before or after the pickup time in the voucher. Please wait for the driver at the hotel reception minimum 15 minutes before the pickup in the voucher. If you are travelling from a private address, please wait in front of the entrance of the building.

If you cannot find our meeting point or the driver at the transfer start time, please call our driver's number (will be provided in the voucher), because once the vehicle has left the pick-up point, our driver cannot turn back.

Please note that:

- We cannot transfer you to/from addresses not in Cluj city.
- Due to the nature of the service (shared shuttle) the vehicle can have several drop-off / pick-up points in the city.
- After booking, you will receive an e-mail with a link to our website where you need to enter your hotel/home address for your transfer.

If you fail to provide the correct address in time (minimum 2 workdays before travel) you may either have to wait for a transfer be organised on the spot, have to wait long for other passengers, or may be denied transportation for the given transfer. In either of these cases, we cannot accept complaints for the given transfer booking.

- We may need to contact you to confirm transfer details during your journey so we need to receive your mobile phone number, with the country code included.
- We can only modify transfer bookings and answer our mail in the office hours, on workdays 09:00 – 17:00 CET

Modifications, cancellations:

- Your voucher is valid only for the date and time stated in the voucher. If your travel date or time changes, we can only help you if you inform us at least 2 workdays before you travel. After that we cannot accept your modification request!
- Please note that if you have changed your flight at Wizzair you have to send us your new travel data at least 2 workdays before both your original and new flight date, otherwise we cannot modify it.

- Would you like to cancel your transfer booking, please note that our travel regulations apply.

If you cancel your transfer booking in time, you have the following options for refund:

You may use the same transfer another time for any Wizzair flight in Cluj CLJ, in 12 months; or you may give it to someone else for free of charge. You can only use the transfer with a voucher valid for the given date and time, so please contact us at least 5 workdays before your new travel date to book your place on the transfer.

- If your flight has been cancelled, please contact us as soon as possible and give us your new travel data! If we do not get your new data in time, we cannot guarantee you will be transferred.
- If your transfer booking failed to be fulfilled through no fault of our own, we cannot accept your claim for a refund of the transfer fare (please see our Travel regulations.)

Do you have a question? Please check the Frequently Asked Questions at <http://mogyoro.hwstudio.hu/pair/index.php?faq=fagdoc>

Our Travel Regulations are available here: <http://mogyoro.hwstudio.hu/pair/index.php?info=travelcondi>

You can contact us at:

Call centre: (+36) 1 999 1931 (available weekdays 9-17h, CET) (administration, general information)

Mobile: (+36) 30 664-9355 (non-stop in emergency)

Please, note that we can only accept modification requests, cancellations and complaints in e-mail, with the booking code.

E-mail: wizzair@wizztransfer.com (administration, claim)

Website: www.wizztransfer.com ; www.p-airbus.com